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QUESTION 1

What are the operating systems available for Genesys Cloud mobile applications? (Choose two.)

- A. Blackberry OS
- B. IOS
- C. Windows 10 mobile
- D. EOS
- E. Android

Correct Answer: BE

Reference: <https://help.mypurecloud.com/articles/download-mobile-apps-2/>

QUESTION 2

Where should the WAN interface of the Edge appliance connect?

- A. A network segment that is not accessible to the public Internet.
- B. A network segment that has access to your internal LAN.
- C. A network segment connected directly to Customer Care.
- D. A network segment that has outbound access to the public Internet.

Correct Answer: D

Reference: <https://help.mypurecloud.com/articles/configure-network-interface-edge/#:~:text=In%20a%20single%20interface%20deployment,to%20configure%20a%20static%20route.>

QUESTION 3

Profiles can contain various types of information about people in your organization. What is one reason that it is important to have employees complete their profile information?

- A. Searches performed in the Genesys Cloud suite use information in the profile to return appropriate results.
- B. The education information can be verified against the human resources database.
- C. The profile information can be used to keep LinkedIn information updated.
- D. When employees have free time, they can review biographies of their peers.

Correct Answer: A

Profiles can contain various types of information about people in your organization. What is one reason that it is



important to have employees complete their profile information.

QUESTION 4

Where do you add the list of IP or CIDR addresses allowed or denied access to an External or Phone Trunk?

- A. Availability
- B. SIP Access Control
- C. Outbound
- D. Calling

Correct Answer: B

Reference: <https://help.mypurecloud.com/articles/configure-sip-access-control/>

QUESTION 5

Which of the following statements are true? (Choose two.)

- A. You can view both protocol and media capture logs.
- B. You cannot view either type of log file.
- C. You can view protocol capture logs but not media capture logs.
- D. Media capture logs can be read only with the support of customer care.

Correct Answer: AD

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